



CALIFORNIA MENTOR INITIATIVE QUALITY ASSURANCE (QA) SURVEY

INFORMATION AND INSTRUCTIONS

Thank you for your interest in the California Mentor Initiative. There are three steps of the survey process.

- **First**, complete and sign the *Minimum Qualifications Section*. All mentor programs need to provide assurance that their program meets these minimum qualifications prior to completing the attached survey.
- **Next**, if you meet the minimum qualifications, please complete the Quality Assurance Information on Page 1. The Quality Assurance Standards are listed above each question for your reference.
- **Upon completion** of the survey, please mail or fax to:

**Prevention Services Division
Department of Alcohol and Drug Programs
1700 K Street, Sacramento, CA 95814
Fax: (916) 323-0633**

Surveys are reviewed on a quarterly basis (January, April, July, October) by the California Mentor Quality Assurance Subcommittee. Approximately three weeks following each quarterly review, programs will be notified by letter as to their status. At that time programs will be asked to complete a more comprehensive survey describing their mentor program. Once the program information is received the program will be entered into the database and directory.

Programs that do not pass the QA review will be offered no-cost technical assistance. Upon implementation of all the QA Standards, programs may re-submit another survey to the CMI for reconsideration.

Note:

All minimum qualifications MUST be met in order to submit a survey.

If survey is not typed or printed legibly, it will be returned to the program without review.

MINIMUM QUALIFICATIONS SECTION

CMI Use Only

Date Rec'd _____

- ☐ Pre-QA (PQA)
- ☐ No Pass (NP)
- ☐ Pass (P)
- ☐ Pass/TA (PTA)

Please read the following minimum qualifications before checking the boxes. Please note:

- √ If you are in the process of developing your program, or are applying for funding to start a mentor program, please retain this survey and submit it once your program has been operational for at least six months.
- √ You must answer “yes” to all of the questions below in order to submit a survey for review.

Please check each box with respect to your mentor program:

- ☐ Yes ☐ No Program has been in existence for at least **six months** and is able to accept mentor/mentee matches.
- ☐ Yes ☐ No Program requires fingerprinting for a criminal background check of all adult mentors.
- ☐ Yes ☐ No Program has an established policy which prohibits discrimination on the basis of gender, race, color, ancestry, national origin, physical disability, mental disability, or medical condition.
- ☐ Yes ☐ No Program has liability insurance that covers mentor/mentee activities.
(NOTE: this does not refer to workers’ compensation insurance).
- ☐ Yes ☐ No Program provides direct services to mentees and mentors.
(NOTE: this does not mean a collaborative organization).
- ☐ Yes ☐ No For the purpose of inclusion into the CMI database and directory, mentors must be volunteers.

Signed: _____
Program Director

Print Name



If you have answered “no” to any of the above, do not submit your survey.

PROGRAM IDENTIFYING DATA

(IF YOU HAVE SATELLITE OFFICES, PLEASE
PROVIDE PROGRAM INFORMATION DATA
FOR EACH ON A SEPARATE SHEET OF PAPER)

Date Survey Completed: _____

Program Start Date: _____

Agency: _____ Director: _____

Mentor Program Name: _____

Contact/Coordinator: _____

Address: _____

City: _____ County: _____ State: ____ Zip: _____

Telephone: (____) _____ FAX: (____) _____

E-mail Address: _____

Internet Web site address, if any: _____

QUALITY ASSURANCE INFORMATION

Please review the following definitions before completing this survey.

For the purpose of the California Mentor Initiative

- ***Mentoring*** is defined as a relationship over a prolonged period of time between two or more people where older, wiser, more experienced individuals provide constant, “as needed” support, guidance, and concrete help to the younger at-risk persons as they go through life.
- ***“At-risk youth”*** is defined as a minor whose environment increases their chance of becoming a teen parent, school dropout, gang member, or user of alcohol and drugs.

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A STATEMENT OF PURPOSE AND A LONG RANGE PLAN THAT INCLUDES:

- *Who, what, where, when, why and how activities will be performed.*
- *Input from originators, staff, funders, potential volunteers, and participants.*
- *Assessment of community need.*
- *Realistic, attainable, and easy-to-understand operational plan.*
- *Goals, objectives, and timelines for all aspects of the plan.*
- *Funding and resources development plan.*

A. Does your organization have a long-range plan?

☐ Yes ☐ No

If yes, please state three of your highest priority goals:

1. _____

2. _____

3. _____

B. Does your organization have a long range funding and resource development plan to insure program sustainability? (Do not include grants. See item C below.)

☐ Yes ☐ No

Please list two future fundraising events planned for your organization and tentative dates:

1. _____

2. _____

C. Please provide percentages of the following categories that reflect your funding and fiscal resource development plan:

Grants: Local _____ % Fundraising: _____ %
Federal _____ % Donations: _____ %
Foundations _____ %
United Way _____ %

If your program is receiving funds from the State, please indicate the percentage next to the appropriate department name:

Alcohol and Drug Programs	_____ %
Community Services and Development	_____ %
Health Services	_____ %
Office of Child Development and Education	_____ %
Office of Criminal Justice Planning	_____ %
Youth Authority	_____ %
Other: _____	_____ %

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A RECRUITMENT PLAN FOR BOTH MENTORS AND MENTEES THAT INCLUDES:

- *Strategies that portray accurate expectations and benefits. Year round marketing and public relations. Targeted outreach based on participant's needs.*
- *Volunteer opportunities beyond mentoring (i.e., event organization, office support, etc.)*
- *A basis in your program's statement of purpose and long-range plan.*

Do you have a recruitment plan for mentors and mentees?

Mentors: ☐ Yes ☐ No

Mentees: ☐ Yes ☐ No

If yes, what is your recruitment goal for the next year?

mentors: _____ # mentees: _____

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AN ORIENTATION FOR MENTORS AND MENTEES THAT INCLUDES:

- *Program overview.*
- *Description of eligibility, screening process, and suitability requirements.*
- *Level of commitment expected (time, energy, and flexibility).*
- *Expectations and restrictions (accountability).*
- *Benefits and rewards they can expect.*
- *A separate focus for potential mentors and participants.*
- *A summary of program policies, including written reports, interviews evaluation, and reimbursement.*

Does your program have an orientation process for mentors and mentees?

Mentors: ☐ Yes ☐ No

Mentees: ☐ Yes ☐ No

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ELIGIBILITY SCREENING FOR MENTORS AND MENTEES THAT INCLUDES:

- *An application process and review.*
- *Face-to-face interview.*
- *Reference checks for mentors which **must** include criminal history record checks (finger printing), and may include character references, child abuse registry check, and driving record checks.*
- *Suitability criteria that relate to the program statement of purpose and needs of the target population. Could include some or all of the following: personality profile; skills identification; gender; age; language and racial requirements; level of education; career interests; motivation for volunteering; and academic standing.*
- *Successful completion of pre-match training and orientation.*

Does your program have an eligibility screening process for new adult mentors?

☐ Yes ☐ No

Please check all of the following that apply:

- ☐ Criminal history record (fingerprinting)
☐ Application
☐ Department of Motor Vehicles
☐ Face to Face Interview
☐ Personal References (No. required ____)
☐ Other, please explain: _____

Does your program have an eligibility screening process for new youth mentors?

☐ Yes ☐ No

Please check all of the following that apply:

- ☐ Application
☐ Two Personal Adult References (no relatives)
☐ Parent Consent
☐ Face to Face Interview
☐ Must Attend Training Orientation
☐ Other, please explain: _____

A READINESS AND TRAINING CURRICULUM FOR ALL MENTORS AND MENTEEES
THAT INCLUDES:

- *Trained staff trainers.*
- *Orientation to program and resource network, including information and referral, other supportive services, and schools.*
- *Skills development as appropriate.*
- *Cultural/heritage sensitivity and appreciation training.*
- *Guidelines for participants on how to get the most out of the mentoring relationship.*
- *Do's and don'ts of relationship management.*
- *Job and role descriptions.*
- *Confidentiality and liability information.*
- *Crisis management/problem solving resources.*
- *Communication skills development.*
- *Ongoing sessions as necessary.*

Does your program have a readiness and training curriculum for mentors and mentees?

Mentors: ☐ Yes ☐ No

Mentees: ☐ Yes ☐ No

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A MATCHING STRATEGY THAT INCLUDES:

- *A link with the program's statement of purpose.*
- *A commitment to consistency.*
- *A grounding in the program's eligibility criteria.*
- *A rationale for the selection of this particular matching strategy from the wide range of available models.*
- *Appropriate criteria for matches, including some or all of the following: gender; age; language; requirements; availability; needs; interests; preferences of volunteer and participant; life experience; temperament.*
- *Signed statements of understanding that both parties agree to the conditions of the match and the mentoring relationship.*
- *The program may have pre-match social activities between mentor and mentees.*
- *Team building activities to reduce the anxiety of the first meeting.*

Does your mentor program have criteria for matching mentors with mentees?

☐ Yes ☐ No

If yes, do the matching criteria include any of the following? Check all applicable:

- | | | |
|--|--|---|
| <input type="checkbox"/> Personality profile | <input type="checkbox"/> Skills identification | <input type="checkbox"/> Gender |
| <input type="checkbox"/> Age level | <input type="checkbox"/> Language | <input type="checkbox"/> Ethnicity |
| <input type="checkbox"/> Level of education | <input type="checkbox"/> Career/Occupation | <input type="checkbox"/> Shared interests |
| <input type="checkbox"/> Life experiences | <input type="checkbox"/> Needs & Preferences of mentor or mentee | |
| <input type="checkbox"/> Other; specify: _____ | | |

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A MONITORING PROCESS THAT INCLUDES:

- *Consistent scheduled meetings with staff, mentors, and mentees.*
- *A tracking system for ongoing assessment.*
- *Written records.*
- *Input from family, community partners, and significant others.*
- *A process for managing grievances, praise, rematching, interpersonal problem solving, and premature relationship closure.*

Does your program have a monitoring process that tracks the progress and challenges of the mentoring relationship?

☐ Yes ☐ No

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A SUPPORT, RECOGNITION AND RETENTION COMPONENT THAT MAY INCLUDE:

- *A formal kick-off event.*
- *Ongoing peer support groups for volunteers, participants, and others.*
- *Ongoing training and development.*
- *Relevant issue discussion and information dissemination.*
- *Networking with appropriate organizations.*
- *Social gatherings of different groups as needed.*
- *Annual recognition and appreciation event.*
- *Newsletters or other mailings to mentors, mentees, supporters, and funders.*

Does your program have a way to support and recognize your mentors and mentees?

☐ Yes ☐ No

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CLOSURE STEPS THAT INCLUDE:

- *Private and confidential exit interviews to de-brief the mentoring relationship between:*
 - Mentee and staff*
 - Mentor and staff*
 - Mentor and mentee without staff*
- *Clearly stated program policy for future contacts between the mentor and mentee.*
- *Assistance for participating in defining next steps for achieving personal goals (for the mentee).*

Does your program have a process for closure of the match?

☐ Yes ☐ No

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AN EVALUATION PROCESS BASED ON:

- *Outcome analysis of program and relationship.*
- *Program criteria and statement of purpose.*
- *Information needs of board, funders, community partners, and other supporters of the program.*

Does your program have a process for evaluating the effectiveness of the mentor/mentee match?

☐ Yes ☐ No